

From: Starbucks Information <info@support.starbucks.com>

Date: Fri, Jul 5, 2019 at 12:42 PM

Subject: On July 4, 2019 at approx 2:30pm at the Starbucks at 1926 N. Scottsdale Rd... [Incident: [REDACTED]]

To: <[REDACTED]>



Recently you requested personal assistance from our support center. Please find our response below.

Thank you for contacting us.

Response (07/05/2019 12:42 PM)

Hello [REDACTED]

Thank you for contacting Starbucks. I just finished reading your email and appreciate you taking the time to share your concerns with us.

[REDACTED], I am truly sorry to hear the recent experience you had at our Scottsdale & McKellips, Tempe store. I apologize for the way you were treated by the manager. This is obviously not the experience we want you to have at our stores and I will be more than happy to assist you.

I want you to know that we take your concerns seriously and that I will share this not only with departments here in our corporate office, but also with the district manager of this store to address this.

Additionally, I would like to invite you back for a better experience by sending you a \$10 Starbucks Card. I know this is not why you wrote us, but I recognize how frustrating this is. Please respond to this email with your mailing address and I will send it right out.

Thanks for giving us the opportunity to fix something that went wrong.

Sincerely,
Derman C.
Starbucks Customer Care

Visit us online at www.Starbucks.com.

On July 4, 2019 at approx 2:30pm at the Starbucks at 1926 N. Scottsdale Rd, Tempe AZ 85281, I spoke to an employee about the number of police hanging out in the store (about 10). The employee made several excuses for there being so many (e.g., the precinct is nearby). I asked her not to make more excuses, but she did anyway. She said she would ask them to leave as I was uncomfortable (one of the cops had been glancing over at me, for I was standing...the local police have a very bad reputation for how they deal with the public). The employee spoke to her shift manager, then she went to the police grouped by then near the bar. She must have asked them to leave, for they did. Meanwhile, the shift manager spoke to me. He, like his employee, tried to justify the overwhelming presence. "We had someone stabbed in here last year." I replied, "That doesn't justify ten cops milling about in here." Quite rudely, the shift

manager said, "I'm going to end the conversation." I had the sense that he did not appreciate that I did not agree with him. I definitely had the sense that neither the employee nor the shift manager were on my side. In fact, both of them clearly saw nothing wrong with such a large presence of police. I suggest that as the local police clearly are not aware of going too far that the store manager contact the nearby precincts about limiting the number of police employees in the starbucks store at one time.

Incident Reference

